



Joben P. Dycueco

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Professional Summary

- 6 years' experience in IT Technical Support and Network Administrator
- Advance troubleshooting in computer system and network problems, diagnosing and solving hardware or software faults, replacing parts as required.
- 5 years' experience in CCTV (Analog, Hybrid & IP CAM) and Time Attendance System
- Fair knowledge in Graphic Design (Photoshop, Illustrator and Corel DRAW).
- MS Office 365 setup (Mobile, Laptop and PC)
- Golden Visa holder
- Linux installation and configuration
- Windows Server Operating System, Active Directory, DNS, DHCP.

Academic Qualification

Master in Information Technology
Notre Dame of Marbel University
Koronadal, South Cotabato, Philippines

2010- 2012

Bachelor of Science in Information Technology
Brokenshire College
Madapo Hills, Davao City, Philippines

2005 - 2009

Professional Experience

Pharmacy Distribution Agent
Cleveland Clinic Abu Dhabi
(Al Madina Agencies/ FASSCO)

May 2017 - May 2023

- 5 years experience using Microsoft teams, Outlook, MS Sharepoint and Pharmacy Inventory System.

IT Technical Support
Philippines

April 2014 - April 2016

- Handling the technical and specialized installation, configuration and repair of system units, printers, plotter & scanner and network devices (router, switches, and access point), I'll also assist in troubleshooting, configuring requests and user inquiries either face-to-face or over the telephone.
- Setup and monitor network (CISCO MERAKE MX100 and MR18 wireless LAN) performance (availability, utilization, throughput, goodput, and latency) and ensure network security and connectivity.
- Setup and manage UBIQUITY networks (NanoBridge, AirGrid, NanoStation and Tough Switch(POE))
- CCTV installation (Analog, DVR, IP Cam, and NVR) and Time Attendance Management (finger & face)
- Setup and support TANBERG video conferencing system and POLYCOM voice conferencing system.
- Setup Outlook (Office365) in mobile phone, laptop and desktop.
- Setup and manage Windows Server 2003, 2008 & 2012 Active Directory, Group Policy, DHCP and DNS.
- Setup and manage ESET NOD32 and Sophos Anti-virus server and client.
- Ubuntu Linux installation, configuration and maintenance.
- Setup network and backup drive like NAS with security access.
- Conduct quarterly preventive maintenance and IT Property Custodian (IT Inventory)

**Network Administrator/Technical Support
Philippines**

July 2012- February 2014

- Ubuntu Linux installation and configuration.
- Setup and monitor network performance (availability, utilization, throughput, goodput, and latency) and ensure network security and connectivity of 5 store branches including CCTV and Biometrics Sys.
- Install and configure computer systems (servers and Desktop), diagnose hardware and software faults and solve technical and applications problems, either over the phone or in person.
- Install CCTV in all 5 branches and Video Management System monitoring in central Office
- Maintaining up to date SYMANTEC Anti-virus server and client.
- Conduct quarterly preventive maintenance (All Servers, Desktops, CCTV, Biometrics and UPS)
- Submit reports (inventory, project output & proposal) to IT Managers and company President.
- Manage data backup, Web, Email server(open source) and Firewall (IPCOP open-source).
- Setup and manage Windows Server 2003 & 2008, Active Directory, Group Policy, DHCP and DNS.
- Create and update IT work procedure and user manuals ; conduct user trainings
- Prepare user manual for common user of IT device.
- Part-time sales agent.

**Faculty and Management Information System In-charge
Philippines**

June 2010 - July 2012

- IT Subject Instructor (MS Office, System Analysis, Design and Database Management System).
- Perform various administrative duties such as Network and System Administrator to make sure computer hardware and the network infrastructure itself is maintained properly.
- Computer laboratory in-charge and IT Property custodian (inventory and upgrade proposal).
- Performed installation (MS Server, OS and Enrolment Information System), diagnostics, troubleshooting of system and computer issues.